

Abstract of the Disclosure

A method of tracking calls received within a call center is disclosed. A call is received within a call center switch that is connected to a call center via a host interface link (HIL). The call center has an automatic call distributor (ACD) server and interactive voice response (IVR) server, which is functionally integrated with the ACD server. The call is routed to the IVR server of the call center and responses are solicited from the caller to determine a requested type of service and what skills are required for answering a call. A route request based on an HIL protocol is determined within the call center and includes a new extension number and HIL messages. The call is routed based on the route request back to the call center and to an agent via the ACD server and HIL link such that the call can be tracked while in the call center and in queue.